

MANAWATU CONTACT CENTRE AWARDS

2010 

AWARDS ENTRY FORM

CATEGORY - CONTACT CENTRE MANAGER OF THE YEAR UNDER 50 SEATS

Entries close at 5pm Friday 24 September 2010

Please complete this entry form and email to roxane.peck@pncc.govt.nz

Entries will be accepted by self-nomination as well as peer nomination by Manager's direct report Team Leader. The Manager entering this award category must have been in the role for six months or more.

Award Nominee Contact Details	
Name	
Position Title	
Organisation	
Daytime Phone	
Mobile Phone	
Email Address	
Physical Address	
Postal Address	

Customer Service

Contact Centre Manager that delivers excellence in the level of Customer Service provided to their organisations customers.

Describe what you do as a leader to ensure excellent Customer Service is delivered by your Contact Centre (max 300 words).

Performance

Contact Centre Manager that displays excellence against their overall performance standards.

What are your goals for your teams' performance? (max 300 words)

Describe one of your teams' successes over the past 12 months. (max 300 words)

Contribution

Criteria - Contact Centre Manager that has demonstrated and made a significant contribution to the organisations success.

How does your Contact Centre contribute to the success of your organisation? (max 300 words)

WOW factor

What makes you the Manawatu Contact Centre Manager of the Year under 50 seats? (max 300 words)

Manawatu Contact Centre Cluster

Roxane Peck | Awards Co-ordinator | 06 351 6306 | Email: roxane.peck@pncc.govt.nz

Mike Manson | Chair of Manawatu Contact Centre Cluster | 06 351 4405 | Email: mike.manson@pncc.govt.nz

www.mcc.org.nz